

Staff Work

COURSE NUMBER 14019

For information about this course, contact:
 FAA Program Manager: Shepherd Curl
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DESCRIPTION AND LEARNING STRATEGY

This is a learner-centered, workplace-oriented correspondence course for anyone who has the need or a desire to improve skills in performing staff work. The course is designed to produce a working knowledge of staff work with particular emphasis on the preparation and reporting (presentation) of staff studies. Topics include:

- Introduction to staff work
- Effective staff work
- Conduct and preparation of the staff study
- Elements in the preparation of staff studies
- Effective writing
- The oral briefing

Staff Work uses active learning techniques and on-the-job case studies. Learners will use self-reporting, observation, data collection, and critical analysis as self-testing techniques.

OBJECTIVES

- Identify effective techniques of assigning and completing staff work.
- Define the problem and limit the scope of a staff study.
- Determine the sources of pertinent information.
- Analyze the collected data.
- Formulate alternative courses of action to solve the problem and to ascertain the best choice among the options.
- Coordinate the study with appropriate staff elements and levels of management.
- Prepare a staff study which, overall, meets the criteria of being complete, accurate, objective, logical, concise, and actionable.
- Present the staff study to superiors in both written and oral forms

CLASS SIZE

Individual, self-paced

LENGTH 48 hours

LOCATION

Employee work site
or home

WHO SHOULD ATTEND

Employees who have a need to improve skills in performing staff work

ENROLLMENT

Access the enrollment system at
<https://www.academy.jccbi.gov/ama310c/default.asp>.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Facilitator Training Course
 (FAA01523)